AMENDMENTS TO SPECIFICATION

Please replace page 3, lines 5-22 with the following:

Known prior attempts, e.g., the on-line help service provided by Expertcity.com of Santa Barbara, California, to remotely query the user computer by an on-line expert technician uses a "screen sharing" program, similar to the well known PCANYWHERE™ sold by the Symantec Corporation of Cupertino, California. These so called screen sharing programs while allowing an expert technician to determine the installed components of a user computer, require the user to completely surrender control of the user computer to the expert technician, who may be free to gather information unnecessary for the technical support, and which may be confidential, sensitive or private. That is, through these screen sharing programs, the expert technician may view, copy or alter any of the files stored on the user computer, and, if, e.g., the user computer is connected to a network, e.g., a LAN, any file stored on any of the computers connected to the network. It is thus desirable that the query for the installed component be performed by a computer program written specifically for gathering the installed component information only, rather than turning the complete control of the user computer over to a human technician.

Please replace page 10, line 30 through page 11, line 12 with the following:

If, on the other hand, in step **210**, it was determined that the client computer **102** did not pass the certification process, the server **104**, in step **214**, determines whether any remediation may be available for the deficiency(ies), and if remediation is available, displays the remediation to the user **301** in step **215**. An exemplary remediation may be to direct the user to

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download and install an updated version of missing and/or obsolete software by, for example,

providing a URL of a website from which the software may be downloaded. In an embodiment

of the present invention, if there is an immediate remediation available, e.g., if a missing required

software component is available for immediate downloading and installation, the server 104

allows the user of the client computer 102 to choose to immediately correct the deficiency(ies),

e.g., download and install the missing software component. If, in step 216, the user of the client

computer 102 takes the immediate corrective action, the process returns to step 209 to again

determine if the certification requirement is now satisfied after the corrective action.

Please replace the Abstract with the following:

A remote client computer performance/compatibility querying and certification

system allows a server to remotely gather performance/capability information from a client

computer, such as its processor class or family, display resolution capability, installed software

components, peripheral devices, or the type and version of its operating system, and determine

whether it is capable of accessing and utilizing an on-line service via a communication network.

The performance/capability information is gathered using a querying program downloaded from

the server and running on the client computer. The querying program queries the

system/component registry of the client computer's operating system using, e.g., one or more

application program interface function calls. The gathered performance/capability information is

used to, e.g., pre-certify the client computer before utilizing the on-line service, determine

whether the user desires to purchase software on-line, and/or provide an expert technician

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information regarding the client computer's installed software/hardware components during an

on-line technical support session.

STATUS AND SUMMARY

The Examiner has objected to the abstract of the disclosure because of undue length.

The Examiner has requested that a typographical error be corrected in the specification.

The Examiner has objected to claims 8, 17 and 26 because one or more words are missing in the claims.

The Examiner has rejected claim 19 under 35 U.S.C. §112, second paragraph, for a lack of antecedent basis for the limitation "said on-line service."

The Examiner has rejected claims 1-7, 10-16 and 19-25 under 35 U.S.C. §102(e) as being anticipated by U.S. Patent No. 6,470,378 to *Tracton et al.*

The Examiner has rejected claims 8, 9, 17, 18, 26 and 27 under 35 U.S.C. §103(a) as being unpatentable over *Tracton et al.* in view of U.S. Patent No. 5,732,218 to *Bland et al.*

The Examiner has rejected claims 28-30 under 35 U.S.C. §103(a) as being unpatentable over *Tracton et al.* in view of U.S. Patent Publication No. 2003/0014505 to *Ramberg et al.*

Applicants have amended claims 1, 6, 8, 12-19 and 26.

Applicants have cancelled claims 2, 11, 20 and 28-30.

Claims 1, 3-10, 12-19 and 21-27 remain pending in this application.

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